EZSchoolPay.com FAQ

Q: How does EZSchoolPay.com work?

A: EZSchoolPay.com is a service provided by eTritionWare. On a secure website, parents may establish a free account and enter payments to their child's school meal account, using a VISA or MasterCard. Payments are received directly into the school's Meal Tracker® Point of Sale system.

EZSchoolPay.com also accepts payments for all other school payments, such as enrollment, library, books, etc. The payment types, descriptions, and payment rules for these are completely up to you.

Q: How do parents benefit from EZSchoolPay.com?

A: Parents won't be left to wonder if the check or cash they sent to school actually made it to school (or perhaps was left in a book bag for two weeks!). Online payments may be done anytime, from any internet computer. The funds are automatically deposited into the child's Meal Tracker® account at the school . . . giving parents peace of mind, knowing that their child will get the school meals he/she needs.

EZSchoolPay.com
FAQs Policies Security School Search About Us
Formerly www.lunchbucks.com
Welcome to EZSchoolPay.com, the easy, convenient and secure way to pay for school meals and other school fees.
Parents Sign Up Now!
Click Here
E-Mail
Password
Remember Me
Click To Login
Forgot Password?
Easy
Simply register and you're ready to go. Already a member? Just sign in!
Convenient
Available anywhere, anytime you have a computer with internet access. Avoid lost checks and trips to school by paying online. We accept payments for school meals and other school fees (as determined by your child's school).
Secure
We take extra caution to be sure your experience with EZSchoolPay is safe. Plus, we never sell, share, or trade our customers' private information.
VISA bank
Copyright (C) 2004-2005 by Accu-Scan, A Division of Superior School Supplies, Inc.

Q: Can parents also use EZSchoolPay.com to check their child's meal account balance?

A: Yes, balances are updated often – the frequency at which account balances are updated at the EZSchoolPay.com website is up to each school, but ten minutes is typical.

Q: How soon after making an online credit will the money be available in the child's meal balance?

A: The frequency of importing the new credit information depends upon the school or school district, but can be as frequent as every 15 minutes (with the Meal Tracker or eTrition Point of Service systems). These preferences can be set by school administrators.

Q: When does the school or district receive the funds?

A: Funds are paid to the school district twice per month, via electronic funds transfer or check.

Q: Can each type of fee payment have a unique bank account for receiving the electronic transfer?

A: Yes!

Q: Are there fees to use EZSchoolPay.com?

A: There are no fees to the school or school district. A service fee of no more than 6% will be added to the parent's online credit amount, and will be included in the credit amount on their credit card statement.

Q: Is it legal to collect service fees for receiving payments on meal accounts?

A: Yes. eTritionWare, as a third-party service provider, is collecting the fees – not the school or school district.

Q: Is there any flexibility on the fee structure for parents?

A: Yes. If the school or district is willing, it may absorb any or all of the 6% fee.

Q: Won't some parents balk at the Service fee?

A: Some may – for those you simply encourage them to continue to send a check or cash to pay for meals. But, they are welcome to create an account for the purpose of monitoring their student's meal account balance online – this ability is free to parents.

You will be surprised at how many parents will view the fee as a small investment for the tremendous convenience EZSchoolPay.com offers them.

Q: Will these online credits mess up our cash reconciliation and daily deposit at each cafeteria?

A: Definitely not! Online meal credits are received directly into the Meal Tracker or eTrition Point of Service system at the school site, but will not affect cash reconciliation. These transactions are noted on your reports as "imported" credits.

Q: Can debit cards be used?

A: Yes, if they carry the VISA or MasterCard logo.

Q: How long has EZSchoolPay.com been in existence?

A: EZSchoolPay.com was launched in March 2005 as LunchBucks.com. (Only the name changed to better reflect the website's ability to receive all types of school payments).

Since that time, millions of dollars have been received and distributed to schools and school districts.

Q: Is the parent's bankcard information safe?

A: Yes, absolutely! Parent registration and credit card information is protected by the most sophisticated internet security available (secure-socket layer with 128-bit digital encryption).

We use YourPay, a FirstData company and a leader in secure web commerce, to process payments. We also use a Comodo security certificate that guarantees the transactions for up to $10,000. On the EZSchoolPay.com site, you can click the TrustLogo to verify that you are using the authentic EZSchoolPay web site.

Q: Does EZSchoolPay.com affect the security of a school's network?

A: Not at all. If the Point-of-Sale computer can get to www.EZSchoolPay.com using Internet Explorer 5.5 or newer, then the EZSchoolPay import/export will probably work without any special considerations. If not, outgoing access to www.EZSchoolPay.com should be permitted by the school's firewall.

Rest assured, each school's Meal Tracker® Point of Sale software initiates the synchronization with the EZSchoolPay.com site -- the server never contacts your schools. Proxies are okay, too.

Best of all, confidential information (such as parent email addresses and credit card numbers) is never transmitted between EZSchoolPay.com and the school.

Q: How do parents get started?

A: By visiting www.EZSchoolPay.com, parents can quickly create an account. Then, they simply link their children to the account. To link, a parent must provide the zip code of their child's school, their child's ID number, and their child's last name. After linking all children, parents are ready to enter a new payment! Parents may also begin using EZSchoolPay.com by simply monitoring their child's meal account balance.

Q: Should we wait until the beginning of next school year to begin using EZSchoolPay.com?

A: Since getting started with EZSchoolPay is so easy, even a few days of use will benefit your school. Plus, getting set up now means you're ready to go -- NOW!

Q: There are many online payment services – how is EZSchoolPay.com better?

A: EZSchoolPay.com offers at least seven advantages:

1. *EZSchoolPay.com is FREE to the school or district. Other services charge a monthly usage fee.*

2. *Other online services will limit you to pre-defined credit amounts. EZSchoolPay.com allows parents the flexibility to enter any credit amount of $5.00 or more.*

3. *EZSchoolPay.com credits are automatically received into Meal Tracker® Point of Sale within 15 minutes! Other online services require you to wait up to three business days before the credit is received into the meal account. With others, online credits mean that meal account balances must be manually adjusted -- an additional burden on the cafeteria staff.*

4. *Other services only allow you to enter credits. With EZSchoolPay, parents are also able to view their child's meal account balance, which is updated as often as every ten minutes.*

5. *The average online meal credit amount is $20 - $25. For this, others charge up to a 12% service fee (their fee is higher on smaller credits). With EZSchoolPay.com, a flat fee of 6% is added to the credit amount.*

6. *With EZSchoolPay.com, parents link their children to the account once. After that, the only data entry required is for the credit amount. With other online services, each credit requires the re-entry of first and last name, address, city, state, zip, phone, e-mail, and student ID number. If the parent tasks are too tedious, they will not use the service.*

7. *EZSchoolPay.com allows each type of payment (meals, enrollment, books, etc.) to have a unique bank deposit to receive the electronic transfer. Other services will wire the money and expect YOU to sort out the amounts that go to each department.*

Q: How does our school/school district get started?

A: To use EZSchoolPay.com a school must:

- For meal credits, have Meal Tracker® Site Point of Sale version 4.805.08 or later.
- Have unique Account ID numbers for each student in their Meal Tracker® Point of Sale system.
- Be able to access www.EZSchoolPay.com on the main unit cafeteria computer.
- Sign and return a Participation Agreement.
- Complete a Sign-up Form. (all forms can be faxed to 316-262-1095 or sent to sales@eTritionWare.net)

To request a Participation Agreement and Sign-up Form, please call 877-eTrition ext. 138 or 127, or e-mail sales@eTritionWare.net

eTritionWare will do all the necessary setup tasks online to get you started!

Q: Are there tools for school administrators?

A: Yes, we will create your administrator user -- this user can add, edit, and maintain schools and other Users.

An illustrated District & School User Manual for EZSchoolPay.com is available upon request to sales@eTritionWare.net

Questions about Non-Meal Payments

Q: How are non-meal payments handled?

A: For parents, payments for enrollment, books, library, etc. are done in exactly the same way as meal credits. Within minutes of a credit, an email notification will be sent to alert the administrator of a specific fee that payment has been received. This notification will include the credit date, parent's name, student's name, amount, and short comment regarding the purpose of the payment.

Each payment type can have unique rules -- minimum and maximum credit amount, and a unique message at the parent credit screen. Up to 10 payment types may be identified and used.

Q: Are the deposits for each payment type mixed together?

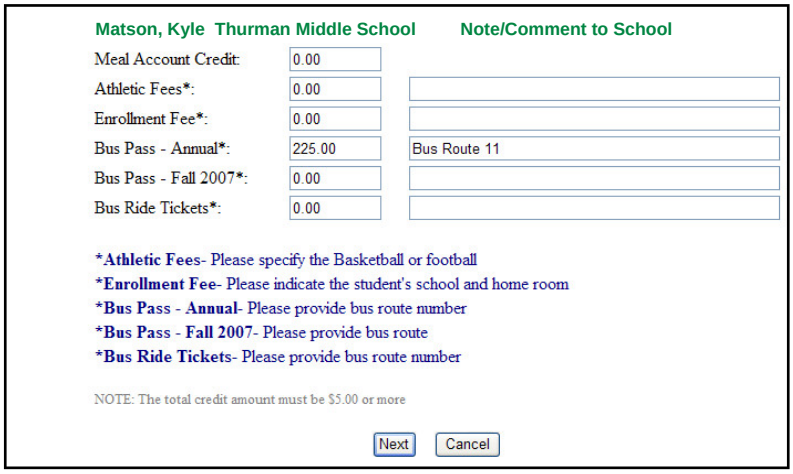
A: No. Each payment type can have its own unique bank deposit. The funds will be wired directly to each bank account. Reporting is also itemized by payment type, so it's easy to get totals for each.

Q: How are we notified when a payment is made?

A: For each payment type, a notification email address is established. Once a payment is approved online, the administrator for the specific payment is immediately notified via a detailed email.

Q: Is there a comment or memo field for a parent to provide additional information while making an online payment?

A: Yes. Parents are provided a space to add a comment. Let's suppose you are accepting online payments for transportation and you need to have the bus route number with each payment. You can add a direction to the parents and a space is provided for them to include this information (see example below). This comment becomes part of the transaction record and is included on the receipt, the email notification, and the reports.


Matson, Kyle Thurman Middle School
Note/Comment to School
Meal Account Credit: 0.00
Athletic Fees*: 0.00
Enrollment Fee*: 0.00
Bus Pass - Annual*: 225.00
Bus Route 11
Bus Pass - Fall 2007*: 0.00
Bus Ride Tickets*: 0.00
*Athletic Fees- Please specify the Basketball or football
*Enrollment Fee- Please indicate the student's school and home room
*Bus Pass - Annual- Please provide bus route number
*Bus Pass - Fall 2007- Please provide bus route
*Bus Ride Tickets- Please provide bus route number
NOTE: The total credit amount must be $5.00 or more
Next
Cancel

Q: How can we view reports of activity for each payment type?

A: There are two ways: 1) an online report generator allows you to produce detailed activity reports for any period in history and 2) a statement that is generated on the 1st and 16th of each month -- statements display all online payment activity and match the wire transfer deposit to your bank account.

Both reports will allow you to itemize the reports for each specific payment type.